

Exhibit 300: Capital Asset Plan and Business Case Summary

Part I: Summary Information And Justification (All Capital Assets)

Section A: Overview (All Capital Assets)

1. Date of Submission: 2010-03-19 14:38:37

2. Agency: 016

3. Bureau: 00

4. Name of this Investment: Ready Retirement

5. Unique Project (Investment) Identifier: 016-00-01-02-01-2142-00

6. What kind of investment will this be in FY 2011?: Mixed Life Cycle

- Planning
- Full Acquisition
- Operations and Maintenance
- Mixed Life Cycle
- Multi-Agency Collaboration

7. What was the first budget year this investment was submitted to OMB? *

8. Provide a brief summary and justification for this investment, including a brief description of how this closes in part or in whole an identified agency performance gap; this description may include links to relevant information which should include relevant GAO reports, and links to relevant findings of independent audits.

Ready Retirement (RR) is a multi-faceted online system to retirement-related information and services. This program uses Public Education, Simplified Enrollment and Streamlined Adjudication to make the retirement application process more efficient and prepare the Agency for the 80 million Baby Boomers set to retire over the next 20 years. The Public Education aspect offers new tools that encourage the public to consider their savings, other income, life expectancy and health insurance needs when deciding when to take benefits. Simplified Enrollment involves simplifying policies in five core areas of the retirement claims process: earnings, proof of age, month of election, development of marriage and protective filing. The Streamlined Adjudication process improves efficiency by introducing additional online services that require less human intervention. Through FY07, online filing rates for Social Security benefits hovered around 10%, leading SSA to realize that meeting the expectations of the retiring tech-savvy Baby Boomers would require dramatic improvements to the usability and functionality of the existing application. In December 2008 SSA released iClaim, an enhanced internet-based claims filing application that has since simplified the online application, decreased public burden from 45 to 15 minutes per application and raised online filing rates to over 30% of all retirement claims filed. Over the next ten years, this equates to Agency-level savings of approximately \$430 million, double the Agency administrative savings of current operations. Looking forward, RR will continue to offer efficient and effective online access to retirees and maintain iClaim's rating as a top performer in user satisfaction by the American Customer Satisfaction Index (ACSI). In early FY09, RR launched an iClaim update that allows filers to choose their Month of Election. In early FY10, RR will launch an iClaim update that will allow filers to select Medicare benefit start dates (Medicare-Only). Also planned for FY10 is the launch of a Spanish version of the Retirement Estimator application. Overall, major objectives for FY10 and FY11 include the implementation of deferred enhancements to iClaim that will allow the application to achieve its FY11 target of handling 42% of all retirement claims filed and for the RR initiative to fulfill the Agency's Annual Performance Plan goal of improving retiree and other core services.

- a. Provide here the date of any approved rebaselining within the past year, the date for the most recent (or planned) alternatives analysis for this investment, and whether this investment has a risk management plan and risk register.**

9. Did the Agency’s Executive/Investment Committee approve this request? *

a. If "yes," what was the date of this approval? *

10. Contact information of Program/Project Manager?

- Name: *
- Phone Number: *
- Email: *

11. What project management qualifications does the Project Manager have? (per FAC-P/PM)? *

- Project manager has been validated according to FAC-PMPM or DAWIA criteria as qualified for this investment.
- Project manager qualifications according to FAC-P/PM or DAWIA criteria is under review for this investment.
- Project manager assigned to investment, but does not meet requirements according to FAC-P/OM or DAWIA criteria.
- Project manager assigned but qualification status review has not yet started.
- No project manager has yet been assigned to this investment.

12. If this investment is a financial management system, then please fill out the following as reported in the most recent financial systems inventory (FMSI):

Financial management system name(s)	System acronym	Unique Project Identifier (UPI) number
*	*	*

a. If this investment is a financial management system AND the investment is part of the core financial system then select the primary FFMIA compliance area that this investment addresses (choose only one): *

- computer system security requirement;
- internal control system requirement;
- core financial system requirement according to FSIO standards;
- Federal accounting standard;
- U.S. Government Standard General Ledger at the Transaction Level;
- this is a core financial system, but does not address a FFMIA compliance area;
- Not a core financial system; does not need to comply with FFMIA

Section B: Summary of Funding (Budget Authority for Capital Assets)

1.

Table 1: SUMMARY OF FUNDING FOR PROJECT PHASES (REPORTED IN MILLIONS) (Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions)									
	PY1 and earlier	PY 2009	CY 2010	BY 2011	BY+1 2012	BY+2 2013	BY+3 2014	BY+4 and beyond	Total
Planning:	*	*	*	*	*	*	*	*	*
Acquisition:	*	*	*	*	*	*	*	*	*
Subtotal Planning & Acquisition:	*	*	*	*	*	*	*	*	*
Operations & Maintenance:	*	*	*	*	*	*	*	*	*
Disposition Costs (optional):	*	*	*	*	*	*	*	*	*
SUBTOTAL:	*	*	*	*	*	*	*	*	*
Government FTE Costs should not be included in the amounts provided above.									
Government FTE Costs	*	*	*	*	*	*	*	*	*
Number of FTE represented by Costs:	*	*	*	*	*	*	*	*	*
TOTAL(including FTE costs)	*	*	*	*	*	*	*	*	*

2. If the summary of funding has changed from the FY 2010 President’s Budget request, briefly explain those changes:

*

Section C: Acquisition/Contract Strategy (All Capital Assets)

1. **Table 1: Contracts/Task Orders Table**

Contract or Task Order Number	Type of Contract/ Task Order (In accordance with FAR Part 16)	Has the contract been awarded (Y/N)	If so what is the date of the award? If not, what is the planned award date?	Start date of Contract/ Task Order	End date of Contract/ Task Order	Total Value of Contract/ Task Order (M)	Is this an Interagency Acquisition? (Y/N)	Is it performance based? (Y/N)	Competitively awarded? (Y/N)	What, if any, alternative financing option is being used? (ESPC, UESC, EUL, N/A)	Is EVM in the contract? (Y/N)
5-130-SS 00056001 1	Task Based Indefinite Delivery/Indefinite Quantity (ID/IQ) Time & Materials (T&M) Task Order	Y	2008-09-30	2008-09-30	2009-09-29	\$0.0	*	*	*	*	*
5-532-SS 00056001 1	Task Based Indefinite Delivery/Indefinite Quantity (ID/IQ) Time & Materials (T&M) Task Order	Y	2008-09-30	2008-09-30	2009-09-29	\$0.0	*	*	*	*	*
5-540-SS 00056001 1	Task Based Indefinite Delivery/Indefinite Quantity (ID/IQ) Time & Materials (T&M) Task Order	Y	2008-09-30	2008-09-30	2009-09-29	\$0.0	*	*	*	*	*
5-610-SS 00056001 1	Task Based Indefinite Delivery/Indefinite Quantity (ID/IQ) Time & Materials (T&M) Task Order	Y	2008-09-30	2008-09-30	2009-09-29	\$0.0	*	*	*	*	*
5-620-SS 00056001 1	Task Based Indefinite Delivery/Indefinite	Y	2008-09-30	2008-09-30	2009-09-29	\$1.4	*	*	*	*	*

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SS000560011	Task Based Indefinite Delivery/Indefinite Quantity (ID/IQ) Time & Materials (T&M) Task Order	Y	2009-09-30	2009-09-30	2010-09-29	\$2.2	*	*	*	*	*
5-630-SS000560011	Task Based Indefinite Delivery/Indefinite Quantity (ID/IQ) Time & Materials (T&M) Task Order	Y	2008-09-30	2008-09-30	2009-09-29	\$0.2	*	*	*	*	*
5-640-SS000560011	Task Based Indefinite Delivery/Indefinite Quantity (ID/IQ) Time & Materials (T&M) Task Order	Y	2008-09-30	2008-09-30	2009-09-29	\$0.2	*	*	*	*	*
5-650-SS000560011	Task Based Indefinite Delivery/Indefinite Quantity (ID/IQ) Time & Materials (T&M) Task Order	Y	2008-09-30	2008-09-30	2009-09-29	\$1.0	*	*	*	*	*
5-660-SS000560011	Task Based Indefinite	Y	2008-09-30	2008-09-30	2009-09-29	\$0.1	*	*	*	*	*

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5-260-SS 00056001 1	Delivery/Indefinite Quantity (ID/IQ) Time & Materials (T&M) Task Order Task Based Indefinite Delivery/Indefinite Quantity (ID/IQ) Time & Materials (T&M) Task Order	Y	2008-09-30	2008-09-30	2009-09-29	\$0.2	*	*	*	*	*
5-310-SS 00056001 1	Task Based Indefinite Delivery/Indefinite Quantity (ID/IQ) Time & Materials (T&M) Task Order	Y	2008-09-30	2008-09-30	2009-09-29	\$0.4	*	*	*	*	*
5-320-SS 00056001 1	Task Based Indefinite Delivery/Indefinite Quantity (ID/IQ) Time & Materials (T&M) Task Order	Y	2008-09-30	2008-09-30	2009-09-29	\$1.1	*	*	*	*	*
5-531-SS 00056001 1	Task Based Indefinite Delivery/Indefinite Quantity (ID/IQ) Time & Materials (T&M) Task Order	Y	2008-09-30	2008-09-30	2009-09-29	\$0.0	*	*	*	*	*

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2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why:

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3. Is there an acquisition plan which reflects the requirements of FAR Subpart 7.1 and has been approved in accordance with agency requirements? *

a.If "yes," what is the date? *

Section D: Performance Information (All Capital Assets)

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
2009	Improve Our Retiree and Other Core Services	*	*	Percent of individuals who do business with SSA rating the overall services as "excellent," "very good," or "good"	FY 2008 Actual 81%	83%	81%
2010	Improve Our Retiree and Other Core Services	*	*	Percent of individuals who do business with SSA rating the overall services as "excellent," "very good," or "good"	FY 2008 Actual 81%	83.50%	Actual results will be available in FY2011
2011	Improve Our Retiree and Other Core Services	*	*	Percent of individuals who do business with SSA rating the overall services as "excellent," "very good," or "good"	FY 2008 Actual 81%	83.5%	Actual results will be available in FY2012
2009	Improve Our Retiree and Other Core Services	*	*	Workyears saved at field offices due to Internet application	FY 2008 Actual 172 Workyears saved	167 additional Workyears saved	FY 2009 Actual = 167 wys
2010	Improve Our Retiree and Other Core Services	*	*	Workyears saved at field offices due to Internet application	FY 2008 Actual 172 Workyears saved	167 additional Workyears saved	Actual results will be available in FY2011
2011	Improve Our Retiree and Other Core Services	*	*	Workyears saved at field offices due to Internet application	FY 2008 Actual 172 Workyears saved	167 additional Workyears saved	Actual results will be available in FY2012
2009	Improve Our Retiree and Other Core Services	*	*	Retirement applications processed from initial to completion without field	FY 2008 Actual 40%	48%	38%

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
				staff re-contact (due to incomplete information)			
2010	Improve Our Retiree and Other Core Services	*	*	Retirement applications processed from initial to completion without field staff re-contact (due to incomplete information)	FY 2008 Actual 40%	52%	Actual results will be available in FY2011
2011	Improve Our Retiree and Other Core Services	*	*	Retirement applications processed from initial to completion without field staff re-contact (due to incomplete information)	FY 2008 Actual 40%	56%	Actual results will be available in FY2012
2009	Improve Our Retiree and Other Core Services	*	*	Achieve the target percentage of retirement claims filed online	FY 2008 Actual 18.9%	26%	32%
2010	Improve Our Retiree and Other Core Services	*	*	Achieve the target percentage of retirement claims filed online	FY 2008 Actual 18.9%	38%	Actual results will be available in FY2011
2011	Improve Our Retiree and Other Core Services	*	*	Achieve the target percentage of retirement claims filed online	FY 2008 Actual 18.9%	44%	Actual results will be available in FY2012
2009	Improve Our Retiree and Other Core Services	*	*	Percent of retirement and survivors claims receipts processed up the budgeted level	FY 2008 Actual (4,236,455) 101.2%	(4,543,000) 100%	104% (4,742,218)
2010	Improve Our Retiree and	*	*	Percent of retirement and	FY 2008 Actual (4,236,455)	(4,666,000) 100%	Actual results will be available

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	Other Core Services			survivors claims receipts processed up the budgeted level	101.2%		in FY2011
2011	Improve Our Retiree and Other Core Services	*	*	Percent of retirement and survivors claims receipts processed up the budgeted level	FY 2008 Actual (4,236,455) 101.2%	(4,637,000) 100%	Actual results will be available in FY2012

Part II: Planning, Acquisition And Performance Information

Section A: Cost and Schedule Performance (All Capital Assets)

1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline

Description of Milestones	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
FY08 - Planning and Analysis	\$0.6	\$0.7	2007-10-01	2007-10-01	2008-09-30	2008-09-30	100.00%	100.00%
FY09 - RR Internet Bene Planner	\$0.5	\$0.4	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY09 - Management	\$1.9	\$1.9	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY09 - non-DCS support	\$0.0	\$0.0	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY10 - E-Authentication on RR Release 1.0	\$0.1	\$0.1	2009-10-01	2009-10-01	2010-09-30		99.00%	99.00%
FY10 - RR iClaim/ISBA - Maintenance	\$0.1	\$0.0	2009-10-01	2009-10-01	2010-09-30		67.00%	67.00%
FY10 - Ready Retirement Rel 1.0	\$2.5	\$2.5	2009-10-01	2009-10-01	2010-09-30		90.00%	90.00%
FY10 - RR Deferred Requirements & Other Enhancements	\$2.7	\$0.4	2009-10-01	2009-10-01	2010-09-30		52.00%	37.00%
FY10 - RR Internet Benefit Planner	\$0.2	\$0.1	2009-10-01	2009-10-01	2010-09-30		99.00%	99.00%
FY10 - RR E-Authentication Release 2.0	\$0.5	\$0.5	2009-10-01	2009-10-01	2010-09-30		34.00%	33.00%
FY08 - iClaim	\$5.0	\$4.7	2007-10-01	2007-10-01	2008-09-30	2008-09-30	100.00%	100.00%
FY10 - RR Spanish Retirement Estimator	\$0.3	\$0.2	2009-10-01	2009-10-01	2010-09-30		64.00%	64.00%
FY10 -	\$1.7	\$0.9	2009-10-01	2009-10-01	2010-09-30		50.00%	50.00%

1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline								
Description of Milestones	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
Management								
FY10 - non-DCS support	\$0.0	\$0.0	2009-10-01	2009-10-01	2010-09-30		50.00%	50.00%
Ready Retirement FY11	*	*	2010-10-01		2011-09-30		0.00%	0.00%
Ready Retirement FY12	*	*	2011-10-01		2012-09-30		0.00%	0.00%
Ready Retirement FY13	*	*	2012-10-01		2013-09-30		0.00%	0.00%
Ready Retirement FY14	*	*	2013-10-01		2014-09-30		0.00%	0.00%
Ready Retirement FY15	*	*	2014-10-01		2015-09-30		0.00%	0.00%
Ready Retirement FY16	*	*	2015-10-01		2016-09-30		0.00%	0.00%
FY09 - e-Authentication RR Release	\$1.5	\$0.9	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY09 - Internet RR iClaims Rel 1.0	\$0.8	\$1.7	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY09 - Internet RR iClaims Rel 1.1	\$0.3	\$0.4	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY09 - Internet RR iClaims Rel 1.2	\$2.6	\$1.9	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY09 - Internet RR iClaims Rel 1.3	\$0.0	\$0.0	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY09 - Ready Retirement Release 1.0	\$4.2	\$2.7	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY09 - Ready Retirement	\$2.2	\$2.0	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%

1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline

Description of Milestones	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
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Release 2.0

* - Indicates data is redacted.